

Updated 8/3/20

# Managed Care organization Communication/Connection List

**Excellus**  165 Court Street  
Rochester, NY 14647

ExcellusBCBS.com

<b>Excellus Healthcare Health Home Contact List</b>			
<b>Who to call?</b>	<b>For what?</b>	<b>Phone Number / Fax</b>	<b>Email Contact</b>
Administrator: <b>Kristie Baker</b>	Monitors and responds to HH Email	Phone 1-315-731-2528	kristie.baker@excellus.com
BH Case Management	LOSD issued members are assigned a Plan CM, works with members needing support beyond HHCM. Referrals accepted for Plan CM.	1-844-694-6411	member.documents@excellus.com
SW—Medically Frag Children: <b>Ashley Millner</b>		1-585-425-5444	
BH Children's Case Manager: <b>Carl Binger</b>		1-585-425-5438	
BH Children's Case Manager: <b>Lauren Donsky</b>		1-585-485-6085	
BH Children's Case Manager: <b>Sharee Gunner</b>		1-585-485-6018	
BH Children UM Coordinator: <b>Colleen Familo</b>		1-585-425-5442	
BH Children's Care Coordinator: <b>Jennifer Podmenik</b>		1-585-425-5437	
BH Care Coordinator: <b>Alicia Chase</b>		1-585-485-6114	
BH Care Coordinator: <b>Theresa Crans</b>		1-585-485-5443	
BH Care Coordinator: <b>Amber Donnelly</b>		1-585-485-6028	
BH Care Manager: <b>Cecilia DiGiuseppe</b>		1-585-622-1559	
BH Case Manager: <b>Jean Ferris Little</b>		1-585-485-6082	
BH Care Coordinator: <b>Lindy Padilla</b>		1-585-485-6035	
BH Case Manager: <b>Kelly Robinson</b>		1-585-485-6023	
BH Care Coordinator: <b>Kyle Smith</b>		1-585-485-6076	
BH Case Manager: <b>Reshae Vanderzwan</b>		1-585-485-6153	
BH Case Manager: <b>Rachel Wren</b>		1-585-485-6157	
<b>General Line: 1-844-694-6411. Use this number if you do not know the Case Manager assigned, to open a case, discuss home care options, or have general inquires.</b>			
Clinical Compliance Specialist: <b>Karen Malecki</b>	Record Review Questions/Standards	1-585-530-6765	karen.malecki@excellus.com
Customer Care	Member questions, Provider Network	1-800-499-1275	
BH Provider Relations Rep: <b>Arlene Pitts</b>	Provider billing questions Rochester region	1-585-238-4674	arlene.pitts@excellus.com
BH Provider Relations Rep: <b>Brian Fetterly</b>	Provider billing questions CNY, Southern Tier, and Utica regions	1-315-731-9671	brian.fetterly@excellus.com
Children's BH Provider Relations Rep: <b>Sarah Newsome</b>	Provider billing questions all regions	1-585-238-3635	sarah.newsome@excellus.com
Univera general HH email:	Send DSE, demographic request, HH questions, PDF records for review.		healthhomeservicesexcellus@excellus.com
Liaison: <b>Morgan Jackson</b>	Non-member specific questions	1-585-485-6131	morgan.jackson@excellus.com
Manager: <b>Terri Mercado</b>	Health Home Inquiries	1-585-530-5595	terri.mercado@excellus.com

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## Health Home Resource: MVP MEMBERS

### Health Homes Serving Adults and Health Homes Serving Children

**Submission Instructions:** All documentation, including but not limited to plans of care, assessments and service requests can be submitted via email or fax.

**EMAIL:** [communityservices@mvphealthcare.com](mailto:communityservices@mvphealthcare.com)

**FAX:** 855-853-4850

Name	Title	Contact #	Email
<b>MVP INTAKE TEAM</b>	<b>Best method to contact regarding submitting Adult/Children POCs, Level of Service Requests, or HCBS Authorizations</b>	See contact information below for the Intake Team	<a href="mailto:Communityservices@mvphealthcare.com">Communityservices@mvphealthcare.com</a>
Kijana Danzy	Intake: Adult Level of Service Requests, Adult/Children's Plan of Care, CANS-NY	585-327-5762	<a href="mailto:Communityservices@mvphealthcare.com">Communityservices@mvphealthcare.com</a>
Geminesse Williams	Intake: Adult Level of Service Requests, Adult/Children's Plan of Care, CANS-NY	914-372-2437	<a href="mailto:Communityservices@mvphealthcare.com">Communityservices@mvphealthcare.com</a>
Sara Jennings	Intake: Adult Level of Service Requests, Adult/Children's Plan of Care, CANS-NY	518-388-2496	<a href="mailto:Communityservices@mvphealthcare.com">Communityservices@mvphealthcare.com</a>
<b>Medically Fragile Children Liaison</b>			
Elizabeth Fallone-Torhan	Integrated Health, Children's Case Manager; Medically Fragile Children Liaison	914-372-2030	<a href="mailto:EFallone-Torhan@mvphealthcare.com">EFallone-Torhan@mvphealthcare.com</a>
<b>MVP HEALTH HOME TEAM</b>	<b>Email is the best method to contact the MVP HH Team</b>	914-372-2233	<a href="mailto:Healthhome@mvphealthcare.com">Healthhome@mvphealthcare.com</a>
Paula Vernile	Sr. Leader, Medicaid Supports & Services; Health Home Liaison	914-372-2231	<a href="mailto:PVernile@mvphealthcare.com">PVernile@mvphealthcare.com</a>
Zelesther Cay	Leader, Medicaid Supports & Services; Health Home Liaison	914-372-2229	<a href="mailto:ZCay@mvphealthcare.com">ZCay@mvphealthcare.com</a>
Jorge Aguilera	Professional, Medicaid Supports & Services; Health Home Liaison	914-372-2054	<a href="mailto:JAguilera@mvphealthcare.com">JAguilera@mvphealthcare.com</a>
<b>MVP Customer Care</b>	Member services line: For general benefit questions	MVP HARP: 844-946-8002  MVP Medicaid: 800-852-7826	
<b>Provider Services</b>	Claims, contracting, service/authorization questions	1-800-684-9286	



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Centralized point of access for all requests: [SMHealthHomeInquiry@fideliscare.org](mailto:SMHealthHomeInquiry@fideliscare.org). The Health Home Inquiry Form is to be used for any and all inquiries for all Fidelis members by your CMAs. Requests submitted will be directed accordingly and, if needed, responded to as soon as possible. Process starts 10/14/19.

Important notes:

- All requests must be initiated using this form. There are required fields to be completed marked with an asterisk (\*). Forms with missing required information will be returned and will not be processed.
- All Adult BH HCBS documents must continue to be sent to [QHCMHARPBH@fideliscare.org](mailto:QHCMHARPBH@fideliscare.org). All Children's HCBS documents must continue to be sent to [SM\\_Childrens\\_HCBS@fideliscare.org](mailto:SM_Childrens_HCBS@fideliscare.org).
- Clinical care coordination will remain uninterrupted by this process. If Health Home Care Managers (HHCMS) are in contact with Fidelis Care Management staff they should continue to reach out directly. If the Fidelis Care Manager is not known then HHCMS should use new Inquiry Form.
  - Call centers are still available and CMAs are still able to use general Health Home line: (888) 343-3547 ext. 16074. However, sending requests through inbox will provide the most expedient response.
- When requesting 'Clinical Discussion with MCO Care Manager', HHCMS should consider reason member is enrolled with HH and what type of care management assistance is needed from Fidelis: Medical vs Behavioral—this is required in order to be processed.
  - If member has both medical and behavioral health issues, indicate the *most* pressing.
- If requesting for multiple members, then each member must still be identified based on required fields.

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FIDELIS CARE®

Health Home Inquiry form instructions:

- All Care Management Agency requests should be submitted through the centralized point of access at Fidelis Care: [SMHealthHomeInquiry@fideliscare.org](mailto:SMHealthHomeInquiry@fideliscare.org). The Health Home Inquiry form must be used to initiate a request and all required fields must be completed.
- The Health Home Inquiry form is available in both Word doc and PDF formats.
  - *The PDF format can be edited using "Fill & Sign" function in Adobe Acrobat.*
- Indicate if member is HARP or Children's HCBS. If neither a HARP member nor in Children's HCBS, select "None".
- After completing the top portion of form, with member and HHCM information, select the Request Type that applies.
  - There may be more than one Request Type per member (i.e. both 'Demographic Info' and 'Recent Claims/Provider Data').
  - If requesting the same Request Type for several members, one form may be used and attach the list of members with all required information for each member. For example:

	A	B	C	D	E
1	Member CIN	Product	CMA name	Lead HH	Response need?
2	AB12345	HARP	CMA X	Lead HH Y	Yes
3	AB12346	MEDICAID	CMA X	Lead HH Y	Yes
4	AB12347	HARP	CMA X	Lead HH Y	Yes
5	AB12348	HARP	CMA X	Lead HH Y	Yes
6	AB12349	MEDICAID	CMA X	Lead HH Y	Yes
7	AB12350	MEDICAID	CMA X	Lead HH Y	Yes
8	AB12351	MEDICAID	CMA X	Lead HH Y	Yes
9	AB12352	MEDICAID	CMA X	Lead HH Y	Yes
10	AB12353	MEDICAID	CMA X	Lead HH Y	Yes

- If requesting 'Clinical Discussion with MCO Care Manager', HHCMs should consider reason member is enrolled with HH and what type of care management assistance is needed from Fidelis: Medical or Behavioral. If this Request Type is selected then **this is required in order to be processed**. If member has both medical and behavioral health issues, indicate the *most* pressing and reason for inquiry.
- All Adult BH HCBS and Children's HCBS document must still go to their respective inboxes, [QHCMHARPBH@fideliscare.org](mailto:QHCMHARPBH@fideliscare.org) [adult] and [SM\\_Childrens\\_HCBS@fideliscare.org](mailto:SM_Childrens_HCBS@fideliscare.org) [children].
- For QM projects please indicate the specific project and include any further questions/documentation.
- For any MAPP related issues select: MAPP Assignment.



### Health Home Inquiry Form

Once form is completed, email it using secure email to: [SMHealthHomeInquiry@fideliscare.org](mailto:SMHealthHomeInquiry@fideliscare.org)

Member Name: \_\_\_\_\_ Member Fidelis ID: \_\_\_\_\_ \*Member CIN: \_\_\_\_\_

Member DOB: \_\_\_/\_\_\_/\_\_\_ \*Restriction Exemption Code:  HARP  Children’s HCBS  None

\*Health Home Care Management Agency: \_\_\_\_\_

Name of person submitting request: \_\_\_\_\_ CMA Contact/Telephone #: \_\_\_\_\_

CMA Contact Email Address: \_\_\_\_\_

\*Lead Health Home: \_\_\_\_\_

\*Response needed from MCO:  Yes  No If yes, preferred response:  Email or  Phone

#### Select all that apply:

Demographic Info (Phone, Address/Diligent Search Effort)

Recent Claims/Provider Data

Clinical Discussion with MCO Care Manager

→ Case management need:  BH or  Medical

Medicaid/DUAL POC Submission

Health Home Admission Alert | Enrollment Date: \_\_\_\_\_

Health Home Discharge Alert | Discharge Date: \_\_\_\_\_

QM project (POP, PIP, Gap in Care, etc.) | Identify: \_\_\_\_\_

MAPP Assignment

Other \_\_\_\_\_

## Contacts at Fidelis for Health Homes and Care Management Agencies

### Care Management Agency contacts:

- All general inquiries/requests from CMAs should be sent to [SMHealthHomeInquiry@fideliscare.org](mailto:SMHealthHomeInquiry@fideliscare.org).
  - We recommend including the Fidelis HH Inquiry form for any request to expedite process.
  
- All HARP HCBS documentation including LOSD requests/Service Level Requests, POCs, Brief Eligibility Assessments, etc. must be sent to [QHCMHARPBH@fideliscare.org](mailto:QHCMHARPBH@fideliscare.org).
  - HARP-specific inquiries can also be directed to HARP queue at (888) 343-3547 ext.16077.
  
- All Children’s HCBS documentation must be sent to [SM Childrens HCBS@fideslicare.org](mailto:SM_Childrens_HCBS@fideslicare.org).
  - Children’s HCBS-specific inquiries can also be directed to Children’s MMC queue at (888) 343-3547 ext. 16879.

### Lead Health Home contacts:

Erik Lantier	Manager, Behavioral Health	<a href="mailto:elantier@fideliscare.org">elantier@fideliscare.org</a>	Fidelis policy, state/plan initiatives, Fidelis workflows
Ivette Morales	Behavioral Health Clinical Liaison	<a href="mailto:ivette.morales@fideliscare.org">ivette.morales@fideliscare.org</a>	Monthly meeting items, CMA issues, MAPP issues
Kathryn O’Connell	HH and HARP HCBS Care Manager	<a href="mailto:kathryn.oconnell@fideliscare.org">kathryn.oconnell@fideliscare.org</a>	Data/report questions, HH referral follow up
Sasha Diaz	HCBS Program Associate	<a href="mailto:sdiaz2@fideliscare.org">sdiaz2@fideliscare.org</a>	HARP HCBS document and authorization issues, HH Inquiry inbox issues

Elizabeth Apeadu	Provider Relations Specialist	<a href="mailto:eapeadu@fideliscare.org">eapeadu@fideliscare.org</a>	Billing/claims related matters ( <i>downstate/NYC</i> )
Carol Montgomery	Provider Relations Specialist	<a href="mailto:cmontgomery@fideliscare.org">cmontgomery@fideliscare.org</a>	Billing/claims related matters ( <i>upstate</i> )



## UHC Key Contact Numbers



### UnitedHealthcare Community Plan (MMC) Helpful Resources



**1-800-493-4647, TTY 711**  
Member Services



Medical Answering  
Services Transportation:  
**1-844-666-6270**



#### Online Resources

Visit [MyUHC.com/CommunityPlan](http://MyUHC.com/CommunityPlan) to:

- Find a Doctor / Dentist
- Find a Pharmacy
- Print your member ID card

Visit [UHCCommunityplan.com/NY](http://UHCCommunityplan.com/NY) to:

- View/print a copy of the handbook



NurseLine (24 hours a day,  
7 days a week):  
**1-877-597-7801**



Smokers Quit Line:  
**1-866-398-3661**



Download **UnitedHealthcare Health4Me mobile app**  
for iPhone & Android



Enrollment assistance?  
Call **1-888-617-8979**



**Moved?** Contact Member Services  
for help updating your account.

Recertification date: \_\_\_\_\_

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### YourCareHealth Contacts

Name	e-mail	Phone
YourCareHealth Main #		1-800-683-3781
HARP	<a href="mailto:YourCareHARPPOC@beaconhealthoptions.com">YourCareHARPPOC@beaconhealthoptions.com</a>	1-844-265-7586
Joshua Maldonado, LMHC Manager, Clinical Services- HARP	<a href="http://www.beaconhealthoptions.com">www.beaconhealthoptions.com</a>	Office: 716.796.6488 Cell: 315-584-2434 Fax: 844.265.7591

### Wellcare Contacts

Name	e-mail	Phone
Lynette Prince, Health Home Liaison	<a href="mailto:Lynette.prince@wellcare.com">Lynette.prince@wellcare.com</a>	917-454-6735
Call or email Lynette for all Health Home Related issues; <ul style="list-style-type: none"> <li>• Demographics</li> <li>• DSE notification</li> <li>• General questions</li> <li>• Assistance with access to clinical services.</li> </ul>		
<b>Note:</b> Wellcare is not a HARP MCO.		